

ORDER

U.S. DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION

1370.79

11/8/96

SUBJ: INTERNET POLICY

- 1. PURPOSE.** This order establishes agencywide policy on the use of the Internet, or similar electronic communication media, by Federal Aviation Administration (FAA) users (e.g., employees, support contractors using FAA supplied equipment, etc.).
- 2. DISTRIBUTION.** This order is distributed to division level and above in Washington headquarters, regions, and centers; maximum distribution to all field offices and facilities; and one copy to all Information Resource Managers.
- 3. BACKGROUND.** The creation, maintenance, use, disposition, release, and retrieval of information by FAA users is governed by numerous agency directives and related guidance to ensure that the FAA follows sound information management and automated information systems (AIS) security principles and that the FAA complies with public law and other Federal mandates (see Appendix 1, Procedural and Technical Guidance). Although this order does not change the requirements contained in the documents listed in appendix 1, it does provide additional requirements and policy for accessing information, posting information, and transacting official and private business over the Internet. The Internet provides a powerful tool to allow information sharing. In order to make the best use of this tool and maintain program flexibility, each FAA organization will ensure that information within its control is managed in accordance with agency information management and automated information systems (AIS) security policies, procedures, and directives.

4. DEFINITIONS.

a. Electronic Mail (E-mail) messages are sent from one person to one or more individuals or groups (or addresses on a mailing list) via electronic media and are usually sent over an internal (e.g., cc:Mail) or external network (e.g., on-line services or Internet). Messages may consist of text and/or file attachments. E-mail may be accessed or used for agency business only. Internet addresses are similar to the example indicated below:

john.smith@netguide.cal.com

b. Electronic Newsletters and Journals are topical electronic documents that may include text, electronic copies of existing paper publications, or multi-media publications that do not have paper versions. These may be distributed via E-mail or other Internet services such as the World Wide Web (WWW), private on-line services or electronic bulletin boards, or other forms of electronic media.

c. FAA Organizations are organizations in the FAA (includes FAA lines of business, direct staff and support offices, regions, centers, and field offices and facilities).

d. FAA Users are individuals authorized to use the Internet as part of their assigned official duties in the FAA (or consistent with the business interests of the FAA). Includes FAA employees, support contractors using FAA supplied equipment, etc.

e. File Transfer Protocol (FTP) is a method of moving text and/or binary files between two computers using TCP/IP (Transmission Control Protocol/Internet Protocol) which is the standard Internet networking protocol for routing information through the Internet. FTP is a special way to log-in to another Internet site for the sole purposes of retrieving and/or sending files. There are many Internet sites that have established publicly accessible repositories of material that can be obtained using FTP by logging in with the account name "anonymous." These sites are called "anonymous FTP servers."

f. Gopher is a widely used method of making menus of material available over the Internet. Gopher is a client/server style program that requires the user to have a Gopher client program. Although Gopher was until recently the most popular method for distributing document-based information over the Internet, it is being supplanted by the WWW and its associated hypertext (highlighted text that when clicked on links to other related text) features.

g. Home Page is the top-level WWW (see paragraph 4p) page document that often resembles a table of contents with hypertext to other WWW sites for an organization or topic. It is commonly the first page displayed when connecting to a WWW server, but may also be used to refer to the introductory page for any arbitrary set of information on that server. All FAA home pages must display an appropriate warning/disclaimer.

h. Hypertext Transmission Protocols (HTTP) are the highlighted text, graphics, sound, files, etc., that when clicked on, links to other related text, graphics, etc., found on other Internet pages.

i. Internet is the collection of inter-connected computer networks that use the TCP/IP protocols to communicate; it includes millions of people in university, corporate, government, and research networks around the world. The Internet evolved from a Department of Defense project in the late 1960's and early 1970's. It generally includes several other types of systems, such as private Intranets, on-line services, and electronic bulletin board services, although communication with these other systems may be restricted, limited, and/or monitored.

j. Internet Protocol (IP). See Transmission Control Protocol/Internet Protocol (TCP/IP) definition in paragraph 4m.

k. Intranet is the collection of private inter-connected computer networks that use the TCP/IP protocols to communicate and includes only internal FAA networks that are excluded from public access. The Intranet may include several other types of systems, such as private organizational Intranets, on-line services, and electronic bulletin board services, although communication with these other systems may be restricted, limited, and/or monitored.

l. Posting is the act of making information available to others by placing information on a server connected to an electronic media. While the posted information may include those items provided by other, more traditional, methods such as mailings, handouts, brochures, faxes, press releases, etc., it also includes responses to inquiries, discussion of policy, and any other dissemination of information in any form. All information posted on the Internet and any other electronic media must be properly coordinated and approved prior to posting and must include appropriate notices/warnings/disclaimers.

m. Transmission Control Protocol/Internet Protocol (TCP/IP) is the standard Internet networking protocol for routing information through the Internet.

n. Users. See FAA Users.

o. Warnings/Disclaimers are statements that warn a user of the limitations/restrictions of FAA activity on the Internet and similar media including disclaiming any responsibility for the use of FAA information, auditing the user due to computer system monitoring, and privacy act/sensitive information restrictions. These statements must be prominently displayed in large, clear type on all FAA home pages, information/system entry points, etc., posted on the Internet or similar electronic system media.

p. World Wide Web (WWW) is a hypermedia based system which provides a common set of services for the Internet that allows for "point and click" access to Internet-based information resources without regard to their location on the Internet. It is a global, seamless environment in which all information (text, images, audio, video, computational services) that is accessible from the Internet can be accessed in a consistent, simple, nonsequential way by using a standard set of naming and access conventions. It includes, but is not limited to, the set of hypertext servers (Hypertext Transmission Protocol servers called HTTP servers) which allow text, graphics, sound files, etc., to be mixed together in "pages" that are displayed on client computers. The World Wide Web is built on the physical aspects of the Internet - computers, networks, and services.

5. POLICY. The FAA Internet, within prescribed mandates, laws, and restrictions, will be used as an official source for information access, dissemination, and business transactions with the public and FAA users.

6. RESPONSIBILITIES.

a. The Chief Information Officer (CIO), Office of Information Technology, AIT-1 (or designee), is responsible for:

(1) Developing the policy and providing procedures and guidelines for the creation, performance, and oversight of the FAA's presence on the Internet with input and coordination from each FAA organization.

(2) Maintaining the FAA home page and establishing the linkages from the FAA home page down to other official FAA home pages as well as being linked to/from other official WWW pages outside the FAA.

(3) Providing the official warnings/disclaimers (with coordination/approval from the Associate Administrator for Administration, AAD, and Office of the Chief Counsel, AGC) for FAA home pages, entry into information systems for computer monitoring, privacy act warnings, sensitive information warnings, etc.

b. Associate Administrator for Administration (AAD-1) is responsible for developing policy and providing guidance for the FAA regarding implementation of privacy act, records management, Freedom of Information Act (FOIA), forms, directives, advisory circulars, publications, printing, distribution, etc., mandates for information accessed and disseminated on the Internet.

c. Office of Public Affairs (APA) is responsible for developing policy and providing guidance for the FAA regarding public information activities and programs accessed and disseminated on the Internet.

d. FAA organizations are responsible for:

(1) Posting only official FAA information that has been appropriately cleared for release.

(2) Controlling all information posted by its users (e.g., employees, support contractors using FAA equipment, etc.) on the Internet, WWW pages, Gopher sites, File Transfer Protocol (FTP) sites, and the participation or sponsorship in newsgroups or any other electronic service media.

(3) Establishing a process to review and approve the means and creation of WWW pages within their organizations and to coordinate appropriate linkages to the FAA home page with AIT.

(4) Establishing a process to ensure all information posted by their organization and users is consistent, reliable, accountable, and has been coordinated with similar information posted by other FAA organizations.

(5) Including the appropriate warnings/disclaimers/notices required to access or release the information posted by their organization.

(6) Establishing and maintaining information posted by their organization in a timely manner to ensure information accuracy and timeliness.

7. OBJECTIVES. The objectives of this policy are to:

a. Use the Internet as an official source for reliable, coordinated, appropriately secured, and accountable FAA information to the public and FAA users by presenting information in a clear, professional manner consistent with sound information management practices and Federal law.

b. Coordinate and integrate FAA information in cooperation with the Department of Transportation (DOT), other Federal agencies, and private industry, as appropriate.

c. Fulfill National Performance Review (NPR) initiatives.

d. Allow flexibility in using the Internet by FAA users (e.g., employees, support contractors using FAA supplied equipment, etc.).

e. Promote official use of all electronic information media such as the Internet and cc:Mail consistent with FAA/DOT directives.

8. POLICY ENFORCEMENT. Enforcement of these policies set forth in this order is the responsibility of each FAA user and organization. Unauthorized or illegal use of the Internet or any other electronic information service media (e.g., accessing or posting information for other than official business or inconsistent with the business interests of the FAA, or representing oneself as an official FAA spokesperson without going through appropriate FAA channels) shall be considered a violation of this policy and will be handled per the conduct and discipline policy and procedures mandated by the Office of Human Resource Management (AHR) and any other appropriate criminal or civil proceedings.

9. GUIDANCE. Procedural and technical guidance shall be issued separately from this policy. Appendix 1 contains a list of some of the current, generally applicable procedural and technical guidance (directives) for the creation, maintenance, use, disposition, and release of information by FAA users. The Office of Primary Responsibility (OPR) is responsible for interpreting and revising these directives. Nothing in this order changes the applicability of these directives or of any other directive which can be applicable in a particular circumstance.

10. INTERNET ACCESS.

a. Authorization for access.

(1) Approvals. Each FAA organization shall establish the appropriate level of approval required and specific processes for its users to gain Internet (including E-mail) or electronic system media access, ensuring compliance with all applicable directives and statutes. It is strongly encouraged that users receive appropriate technical and administrative training before access is approved. Also, ensure appropriate controls and processes on the use of the Internet are included in contract statements of work.

(2) Business use. All Internet and electronic media access accomplished by FAA users (using Government-supplied resources) must be in support of the person's officially assigned duties and responsibilities or consistent with the business interests of the FAA (e.g., includes access to personnel, payroll, and other administrative information systems).

(3) Personal use. Individuals that access electronic systems using their own resources for private purposes must not mislead or confuse others as to their relationships with the FAA. All such individuals must use appropriate disclaimers to prevent their private views from being mistaken as official FAA statements.

b. Agency representation. Users must recognize that when they access the Internet or other electronic media while performing their official duties and responsibilities, and/or using Government equipment, they are acting as representatives of the FAA, especially if they reveal their FAA affiliations to others. As an agency representative, unless specifically given the authority, FAA users may not perform activities such as: posting information, joining newsgroups, transacting E-mail, or using FAA addresses in a way that would directly or indirectly give the impression that their statements constitute FAA policy. Violation of these policies will be handled per the conduct and discipline policy and procedures mandated by AHR and any other appropriate criminal or civil proceedings.

c. Downloading information from the Internet. Users may download files from the Internet or other electronic media to their local network or local personal computer for official Government use (or use consistent with the business interests in the FAA). When downloading files, users must have FAA-approved virus scanning software operating on the network or personal computer on which the downloaded files are to reside, prior to using the downloaded file. Each FAA organization is responsible for implementing the procedural and technical guidance concerning downloading as set out in FAA Order 1600.54B, FAA Automated Information Systems Security Handbook, in order to preclude any known security risks, such as, possible electronic attack (e.g., spoofing, spamming, flooding, stealth, collection of passwords, user ID's by sniffer), viruses, worms, Trojanned software, and unauthorized disclosure of sensitive information that could be transmitted by downloading information or receiving infected E-mail attachments.

d. Technology. Each FAA organization will determine the hardware and software needed by its users, consistent with current agency network standards and configuration management guidance (refer to ENET 1370-001.1, FAA Enterprise Network Naming and Addressing Standards; 001ENET.11, FAA Enterprise Network IPX and TCP/IP Address Assignments; FAA Order 1370.72, Transitioning to an Office Automation Technology and Services (OATS) Environment; and FAA Order 1370.75, Using the Office Automation Technology and Services Contract).

e. Resources for Internet access. Funding and support for all resources needed to allow FAA users access to the Internet or other electronic media, other than those provided centrally by the agency (e.g. agency telecommunications programs), will be provided by each FAA organization.

11. POSTING FAA INFORMATION VIA THE INTERNET. The Internet should be used as a means to distribute official information prepared for public release by the originating office of that information. Posting must be controlled centrally in each organization to ensure coordinated, reliable, appropriately secured, and accountable sources of information are released by the originating office only and not duplicated by organizations who do not "own" the information posted. Links to the official information can be established by other organizations to take advantage of shared official information, but they must be coordinated with the originators of the official information. Publication of compilations of information need to be carefully controlled to avoid timing conflicts with other data published by the originating office or other related offices.

a. Releasing information over the Internet.

(1) Information Review and Clearance. While use of the Internet promotes the theme of "openness in Government," great care must be taken to ensure that only properly reviewed, coordinated, and cleared information is placed on electronic systems accessible to individuals outside the FAA, inclusive of replies via electronic mail. Generally, due to the unsecured information flow on the Internet, it is recommended that no official replies or interpretations be made via electronic media; official replies and interpretations should be handled in the normal course of business pursuant to applicable directives for the release of information.

(2) Information Management Mandates. Provisions of all applicable statutes and directives must be satisfied (e.g., the Freedom of Information Act (FOIA), privacy act, records management, Computer Security Act) prior to making any information available, whether it is for placement on a publicly accessible computer server or in response to electronic mail queries from the general public. (Appendix 1 contains a listing of some of the current procedural and technical guidance.) Copyright-protected material (electronic newsletters and journals) may not be posted to the Internet. The use of Government credit cards on the Internet is restricted and should be handled per the policy and procedures established by the Office of Acquisitions (ASU). If there are any questions concerning technical or legal issues, assistance should be obtained prior to the posting of information or the responding to any electronic mail queries. Information containing sensitive or classified information shall NOT be posted to the Internet.

(3) Employee Associations. Per DOT Departmental Personnel Manual (DPM), Chapter 1000, employee associations may use the name of the Department and/or an operating administration (OA) as long as it is clear that the employee association is not an official organization of DOT or the OA. On a space-available basis, use of official DOT employee newsletters (e.g., Internet home pages) are authorized to meet reasonable information needs. Per DOT DPM, Chapter 1000, paragraph 4-8b, employee associations may not engage in any activities which reflect adversely on DOT or an operating administration.

b. Format for posting information. Guidelines for posting information via the WWW, including linking WWW pages, and gopher servers shall be established and issued by the Office of Information Technology (AIT).

c. Maintaining and updating information. Each organization is responsible for maintaining and updating its official information posted on the Internet.

d. Security. Security guidelines for AIS and telecommunications systems must be established and maintained in accordance with FAA security orders (see appendix 1), as well as the "FAA Telecommunications and AIS Security Functional Requirements" document to ensure appropriate confidentiality, integrity, and availability of information and services throughout the system's life cycle.

e. Resources for Internet posting, training, and support. Funding and support for all resources required for Internet posting, training, and support will be the responsibility of the posting organization.

f. Technology. Each FAA organization will determine the hardware and software needed by its users, consistent with current agency network standards and configuration management guidance (refer to ENET 1370-001.1; 001ENET.11; FAA Order 1370.72; and FAA Order 1370.75).

12. TRANSACTING FAA BUSINESS VIA THE INTERNET. The Internet is a very new and evolving technology. More specific policy and guidance in this area will be developed and distributed as necessary. In the interim, each FAA organization will follow all applicable statutes and directives. Legal counsel should be sought prior to the posting of information.

13. REQUESTS FOR INFORMATION. Information concerning Internet policy may be addressed to the Office of Information Technology, Integrated Product Team (IPT) for Information Systems, AIT-200.



David R. Hinson
Administrator

APPENDIX 1. PROCEDURAL AND TECHNICAL GUIDANCE

Per paragraph 9, the following contains a list of some of the procedural and technical guidance directives established for the creation, maintenance, use, disposition, and release of information by FAA users.

DIRECTIVE NUMBER	TITLE	CONTENTS	OPR
1200.8C	Public Information Activities and Programs	Release of public information activities including providing, without charge to the public, brochures, pamphlets, leaflets, films, copies of speeches, and other educational, advisory, and informational material.	APA
1200.23	Public Availability of Information	Disclosure of FAA records (Freedom of Information Act, FOIA) (costs associated); release of information by FAA employees (e.g., news and information media; prepared speeches and papers; budget information; procurement and contract information; aircraft type certification and production certification data; airmen and medical certificate information; certificate actions, fines, penalties; airport data information; regulatory action information; violation report data; statistical or summary information; accident or incident information; and information about employees).	AAD
1280.1A	Protecting Privacy of Information About Individuals	Release of information concerning individuals per the Privacy Act.	ABC
1320.1D	FAA Directives System	Establishment and documentation of official policy and procedures in the FAA.	ABC
1320.32B	DOT Directives - Clearance and Implementation	Policy and procedures for coordinating and issuing DOT directives.	ABC
1320.46	FAA Advisory Circular System	Policy and procedures for creating and disseminating FAA advisory circulars.	ABC
1330.1A	Forms Management	Policy and procedures for establishing and disseminating FAA forms.	ABC
1340.1C	FAA Reports Management System	Policy and procedures for establishing and disseminating FAA reports.	ABC
1350.14A	Records Management	Policy and procedures for the creation, maintenance, use, and disposition of information in the FAA.	ABC
1350.15B	Records Organization, Transfer, and Destruction Standards	Disposition of information in the FAA.	ABC
1350.20B	Micrographics/Electronic Image Management Program	Policy and procedures for creation, maintenance, use, and dissemination of microforms and electronic image (optical disk, CD-ROM, etc.) information in the FAA.	ABC
1360.16	FAA Correspondence Manual	Guidelines for the preparation of official correspondence by FAA organizations.	ABC
1370.52C	Information Resources Management - Policies and Procedures	IRM policy and procedures for FAA organizations.	AIT
1370.72	Transitioning to an Office Automation Technology and Services (OATS) Environment	Policy and procedures for establishing an OATS environment in an organization.	AIT

APPENDIX 1. PROCEDURAL AND TECHNICAL GUIDANCE (cont'd.)

DIRECTIVE NUMBER	TITLE	CONTENTS	OPR
1370.75	Using the Office Automation Technology and Services Contract	Policy and procedures for establishing specific requirements and waiver procedures for acquiring office automation (OA) hardware, software, networks, and technical support from non-OATS sources.	AIT
1600.15D	Control and Protection of "For Official Use Only" Information	Policy and procedures for protection and release of "For Official Use Only " information.	ACP
1600.54B	FAA Automated Information Systems Security Handbook	Policy and procedures for protecting computer information systems.	ACP
1600.66	Telecommunications and Information Systems Security Policy	Policy and procedures for telecommunications and information systems security.	ACP & AIT
1710.15	FAA Publications Management System	Policy and procedures for creating and obtaining publications in the FAA.	ABC
1720.17B	Publications Required by the Library of Congress	Policy and procedures for distributing publications to the Library of Congress.	ABC
1720.18B	FAA Distribution System	Policy and procedures for distributing information in the FAA.	ABC
1720.36	Procedures for Printing, Duplicating, and Copying	Policy and procedures for printing in the FAA.	ABC
1730.8	FAA Graphics Standards	Graphics standards for creating publications, brochures, newsletters, stationery items, forms, etc., in the FAA.	ABC
1750.13A	FAA Library Program	Policy and procedures for library services in the FAA.	AIT
1800.41B	Standardization of Aviation and other Management information	Policy and procedures for standardizing aviation and other management information in the FAA.	ABC

NOTE: This list is NOT exhaustive. Various statutes, regulations, and directives not listed here (e.g., Administrative Procedures Act, Trade Secrets Act, Privacy Act, Executive Orders) may be applicable. Consult with legal counsel PRIOR to posting information on the Internet or similar electronic media.